

Chief Operating Officer

New England Botanic Garden at Tower Hill, PO Box 598, Boylston MA 01505 508-869-6111

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|------------------------------|-------------------------|-------------------------|---|
| Direct Manager: | Chief Executive Officer | | |
| Department/Group: | Finance & Operations | Job Category: | Full-time Exempt Benefits Eligible |
| Location: | Boylston MA | Travel Required: | |
| Salary or Rate Range: | \$150,000 - \$175,000 | Apply at: | https://bit.ly/nebg-jobs |

The Chief Operating Officer is expected to carry out the responsibilities of the job in ways that support NEBG at TH's mission and its commitment to creating a diverse and welcoming organization.

- Being welcoming to all staff and the public
- Be respectful of staff differences and preferences
- Use gender neutral communication styles
- Respect everyone's pronouns
- Attend IDEA workshops and training sessions
- Make efforts to support a diverse work force.
- Develop and support a culture within the department that recognizes and supports NEBG at TH's IDEA initiatives (Inclusivity, Diversity, Equity and Accessibility).

Position Summary

The Chief Operating Officer (COO) serves in a critical leadership role and is responsible for translating the organization's strategic goals into efficient, mission-aligned operations of the organization. Reporting directly to the CEO, the COO will be a key strategic partner, overseeing internal functions and ensuring that systems, processes, staffing, and infrastructure support a high-performing organization and an exceptional visitor experience.

The Facilities Director, Garden Shop Manager, and Senior Operations Manager report directly to the COO. The Senior Operations Manager oversees Visitor Services and Private Events. The COO also manages the organization's outsourced contracts for human resources, IT support, and food services.

Key Responsibilities

Strategic & Organizational Leadership

- Serve as a member of the senior leadership team, contributing to institutional planning and strategic decision-making.
- Translate strategic priorities into operational objectives and ensure alignment across departments.
- Promote a culture of collaboration, innovation, accountability, and continuous improvement.

Chief Operating Officer

Operations Oversight

- Supervise and support the Facilities Director, Garden Shop Manager, and Senior Operations Manager, providing direction, performance feedback, and professional development.
- Ensure effective coordination and communication among operational departments.
- Implement policies and procedures that ensure a positive and welcoming guest experience, inspiring cross-functional work, ensuring collaboration and high performance.
- Oversee the execution of high-quality visitor services, facilities management, retail, and private event operations through direct reports and interdepartmental collaboration.

Vendor & Contract Management

- Manage external contracts for human resources, IT support, and food services, ensuring quality, cost-effectiveness, and alignment with organizational needs.
- Evaluate vendor performance, negotiate renewals, and maintain strong working relationships with external partners.

Financial & Administrative Management

- Work closely with the CEO and Director of Finance on budgeting, forecasting, and long-range financial planning as well as developing new methods for maximizing earned revenue.
- Monitor department budgets and spending to ensure responsible stewardship of resources.
- Identify opportunities to streamline operations and improve cost efficiency.
- Review contracts in collaboration with the CEO and Director of Finance, ensuring alignment with organizational financial goals and legal requirements.

Risk & Compliance

- Ensure compliance with applicable laws, regulations, and internal policies.
- Support risk management and emergency preparedness across operations.
- Together with the CEO, manages the organization's commercial insurance package including primary responsibility for accident reporting.

Qualifications

- Bachelor's degree required; Master's degree in Business Administration, Nonprofit Management, or related field preferred.
- Minimum of 8–10 years of progressively responsible leadership experience, including operations oversight.
- Demonstrated success managing multiple departments and external vendors or service providers.
- Familiarity with financial oversight, budget management, and multi-year operational planning in partnership with a Director of Finance.
- Demonstrated success in managing and mentoring teams, fostering collaboration, and developing sustainable long-term staffing models.
- Strong interpersonal, supervisory, and communication skills.
- Experience in nonprofit, cultural, or visitor-serving organizations preferred.
- Commitment to the mission, values, and long-term sustainability of the organization.

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Work Environment & Physical Requirements

- Primarily office-based with some walking and standing required throughout the grounds.
- Occasional evening and weekend hours for events or meetings.
- Occasional local travel may be required.
- Must be able to work with appropriate computer and communications equipment.

Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.